

Privacy Policy

JB Solicitors Pty Ltd — Privacy Policy

JB Solicitors recognises the importance of your privacy and understands your concerns about the security of your personal information. We are committed to protecting your personal information which we may hold. This Privacy Policy is designed to explain the process of how we collect, hold, use and disclose personal information and what your rights are in relation to your information that we hold.

JB SOLICITORS PTY LTD COMMITMENT TO PRIVACY

JB Solicitors Pty Ltd, its subsidiaries and affiliates in Australia (collectively referred to as 'JB Solicitors') are committed to managing personal information in accordance with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth) (Privacy Act) and in accordance with other applicable privacy laws.

This document sets out our policies for managing your personal information and is referred to as our Privacy Policy.

In this Privacy Policy, "we" and "us" refers to JB Solicitors and "you" refers to any individual about whom we collect personal information.

ABOUT JB SOLICITORS

JB Solicitors is a law firm primarily based in Canley Heights, Sydney CBD and Bondi.

JB Solicitors offers a complete range of legal services in a variety of areas including family law, criminal law, commercial law, property law, wills and estates and commercial litigation.

WHAT INFORMATION DOES JB SOLICITORS COLLECT ABOUT YOU?

'Personal Information' is defined by the Act to mean any information or opinion about a reasonably identifiable person, whether that information is true or not, and whether the information or opinion is recorded in a material form or not.

JB Solicitors will collect a range personal information, in carrying out our services and our business as a legal service provider. The type of information we collect and hold will depend on the type and nature of relationship we have with you.

Clients and prospective clients

When you enquire about our services or when you become a client of JB Solicitors, a record is made which includes your personal information.

The type of personal information that we collect will vary depending on the circumstances of collection and the kind of service that you request from us, but will typically include:

- e.g. your name, e-mail, postal address and other contact details;
- information about your employer or an organisation you represent;

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- your professional details;
- communications between you and us;
- financial information;
- any additional personal information you provide to us, or authorise us to collect, as part of your interaction with JB Solicitors.

Prospective employees/applicants

We collect personal information when recruiting personnel, such as your name, contact details, qualifications and work history. Generally, we will collect this information directly from you.

We may also collect personal information from third parties (e.g. from recruitment agencies or referees you have nominated). Before offering you a position, we may collect additional details such as your tax file number and superannuation information and other information necessary to conduct background checks to determine your suitability for certain positions (e.g. positions which involve working with children).

Other individuals

JB Solicitors may collect personal information about other individuals who are not clients of JB Solicitors. This includes customers and members of the public who participate in events we are involved with; individual service providers and contractors to JB Solicitors; and other individuals who interact with JB Solicitors on a commercial basis. The kinds of personal information we collect will depend on the capacity in which you are dealing with JB Solicitors.

If you are participating in an event we are managing or delivering, we may take images or audio-visual recordings which identify you.

In limited circumstances, JB Solicitors may collect information which is considered sensitive information. For example, if you are injured at an event promoted or delivered by JB Solicitors we may collect health information about you in an emergency or otherwise with your consent.

We may collect personal information about children (e.g. when children participate in events we are involved with). Where children do not have sufficient maturity and understanding to make decisions about their personal information, we will require their parents or guardians to make decisions on their behalf.

You can always decline to give JB Solicitors any personal information we request, but that may mean we cannot provide you with some or all of the services you have requested. If you have any concerns about personal information we have requested, please let us know.

Visitors to our websites

The way in which we handle the personal information of visitors to our websites is discussed below.

HOW AND WHY DOES JB SOLICITORS COLLECT AND USE YOUR PERSONAL INFORMATION?

JB Solicitors collects personal information reasonably necessary to carry out our business, to assess and manage our clients' needs, and provide services including the legal services provided by JB Solicitors. We may also collect information to fulfil administrative functions associated with these services, for example billing, entering into contracts

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with you and/or third parties and managing client relationships.

In various instances, we may collect personal information directly from the person to whom the information relates, or the organisation of which that person is an employee, director, or principal or a related person in any other capacity.

The purposes for which JB Solicitors usually collects and uses personal information depends on the nature of your interaction with us, but may include:

- Providing our services to our clients, including maintaining, managing and developing our relationship with clients and potential clients;
- Contracting with third parties, such as barristers, court searches, title searches, surveyors, forensic witnesses, expert witnesses, accountants, mediators, court officers, valuers, printers, carriers, mailing, photocopying, IT, advertising, marketing and campaign managers, market research and recruitment;
- Researching, developing and expanding our facilities and services, including the organisation of events;
- Carrying out security and risk management;
- Informing you of our activities, events, facilities and services;
- Recruitment processes (including for volunteers, internships and work experience);
- Managing insurance;
- Complying with our legal regulatory obligations; and
- Carrying out, otherwise, our functions as professional legal service providers.

JB Solicitors generally collects personal information directly from you. We may collect and update your personal information over the phone, by email, over the internet or social media, or in person. We may also collect personal information about you from other sources, e.g.:

- our affiliated and related companies; and
- third-party suppliers and contractors who assist us to operate our business.

JB Solicitors also collects and uses personal information for market research purposes and to innovate our delivery of products and services.

HOW DOES JB SOLICITORS INTERACT WITH YOU VIA THE INTERNET?

You may visit our website jbsolicitors.com.au without identifying yourself. If you identify yourself (for example, by providing your contact details in an enquiry), any personal information you provide to JB Solicitors will be managed in accordance with this Privacy Policy.

JB Solicitors' websites use cookies. A "cookie" is a small file stored on your computer's browser, which assists in managing customised settings of the website and delivering content. We collect certain information such as your device type, browser type, IP address, pages you have accessed on our websites and on third-party websites. You are not identifiable from such information.

You can use the settings in your browser to control how your browser deals with cookies. However, in doing so, you may be unable to access certain pages or content on our website.

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JB Solicitors' websites may contain links to third-party websites. JB Solicitors is not responsible for the content or privacy practices of websites that are linked to our website.

CAN YOU DEAL WITH JB SOLICITORS ANONYMOUSLY?

JB Solicitors will provide individuals with the opportunity of remaining anonymous or using a pseudonym in their dealings with us where it is lawful and practicable (for example, when making a general enquiry). Generally, it is not practicable for JB Solicitors to deal with individuals anonymously or pseudonymously on an ongoing basis. If we do not collect personal information about you, you may be unable to utilise our services or participate in our events, programs or activities we manage or deliver.

HOW DOES JB SOLICITORS HOLD INFORMATION?

JB Solicitors stores information in paper-based files or other electronic record keeping methods in secure databases (including trusted third-party storage providers based in Australia and overseas). Personal information may be collected in paper-based documents and converted to electronic form for use or storage (with the original paper-based documents either archived or securely destroyed). We take reasonable steps to protect your personal information from misuse, interference and loss and from unauthorised access, modification or disclosure.

JB Solicitors maintains physical security over paper and electronic data stores, such as through locks and security systems at our premises. We also maintain computer and network security, e.g. we use firewalls (security measures for the Internet) and other security systems such as user identifiers and passwords to control access to our computer systems.

Our websites do not necessarily use encryption or other technologies to ensure the secure transmission of information via the internet. Users of our websites are encouraged to exercise care in sending personal information via the internet.

We take steps to destroy or de-identify information that we no longer require.

DOES JB SOLICITORS USE OR DISCLOSE YOUR PERSONAL INFORMATION FOR DIRECT MARKETING?

JB Solicitors may use or disclose your personal information for the purpose of informing you about our services, upcoming promotions and events, or other opportunities that may interest you. If you do not want to receive direct marketing communications, you can opt-out at any time by contacting us using the contact details below.

If you opt-out of receiving marketing material from us, JB Solicitors may still contact you in relation to its ongoing relationship with you.

HOW DOES JB SOLICITORS USE AND DISCLOSE PERSONAL INFORMATION?

For clients

The purposes for which we may use and disclose your personal information will depend on the services we are providing you. For example, if you have engaged us to deliver a service, we may disclose information about you to service providers where this is relevant to our services.

For customers and participants

If you are a customer or participant in an event, we may disclose your personal information to our clients and venues

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where this is reasonably necessary for, and relevant to, the delivery of the event. We may use images or audio-visual recordings which identify you for promotional purposes where you would reasonably expect this to occur.

Disclosure to contractors and other service providers

JB Solicitors may disclose information to third parties we engage in order to provide our services, including contractors and service providers used for data processing, data analysis, customer satisfaction surveys, information technology services and support, website maintenance or development, printing, archiving, mail-outs, and market research.

Personal information may also be shared between related and affiliated companies of JB Solicitors, located in Australia and overseas.

Third parties to whom we have disclosed your personal information may contact you directly to let you know they have collected your personal information and to give you information about their privacy policies.

Use and disclosure for administration and management

JB Solicitors will also use and disclose personal information for a range of administrative, management and operational purposes. This includes:

- administering billing and payments and debt recovery;
- planning, managing, monitoring and evaluating our services;
- quality improvement activities;
- statistical analysis and reporting;
- training staff, contractors and other workers;
- risk management and management of legal liabilities and claims (e.g. liaising with insurers and legal representatives);
- responding to enquiries and complaints regarding our services;
- obtaining advice from consultants and other professional advisers; and
- responding to subpoenas and other legal orders and obligations.

Other uses and disclosures

We may use and disclose your personal information for other purposes explained at the time of collection or otherwise as set out in this Privacy Policy.

DOES JB SOLICITORS DISCLOSE YOUR PERSONAL INFORMATION OVERSEAS?

JB Solicitors is a global organisation and works with clients, service providers, sponsors and commercial interests across the globe. It is likely that your personal information will be disclosed to overseas recipients.

Unless we have your consent, or an exception under the APPs applies, we will only disclose your personal information to overseas recipients where we have taken reasonable steps to ensure that the overseas recipient does not breach the APPs in relation to your personal information.

However, we may disclose, or send for use, your personal information to overseas recipients where those recipients are contractors or employees of JB Solicitors.

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Entities which are related entities of JB Solicitors, or are otherwise affiliated with JB Solicitors, have operations in Australia and any other country. In circumstances where your information is disclosed to overseas recipients, those recipients are likely to be located in countries in the regions in which JB Solicitors and its related entities and affiliates operate.

HOW CAN YOU ACCESS OR SEEK CORRECTION OF YOUR PERSONAL INFORMATION?

You are entitled to access your personal information held by JB Solicitors on request. To request access to your personal information please contact our Privacy Officer using the contact details set out below.

You will not be charged for making a request to access your personal information but you may be charged for the reasonable time and expense incurred in compiling information in response to your request.

We will take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete and up-to-date. You can help us to do this by letting us know if you notice errors or discrepancies in information we hold about you and letting us know if your personal details change.

However, if you consider any personal information we hold about you to be inaccurate, out-of-date, incomplete, irrelevant or misleading, you are entitled to request correction of the information. After receiving a request from you, we will take reasonable steps to correct your information.

We may decline your request to access or correct your personal information in certain circumstances in accordance with the APPs. If we do refuse your request, we will provide you with a reason for our decision and, in the case of a request for correction, we will include a statement with your personal information about the requested correction.

WHAT SHOULD YOU DO IF YOU HAVE A COMPLAINT ABOUT THE HANDLING OF YOUR PERSONAL INFORMATION?

You may contact JB Solicitors at any time if you have any questions or concerns about this Privacy Policy or about the way in which your personal information has been handled.

You may make a complaint about privacy to the Privacy Officer using the contact details set out below.

The Privacy Officer will first consider your complaint to determine whether there are simple or immediate steps which can be taken to resolve the complaint. We will generally respond to your complaint within a week.

If your complaint requires more detailed consideration or investigation, we will acknowledge receipt of your complaint within a week and endeavour to complete our investigation into your complaint promptly. We may ask you to provide further information about your complaint and the outcome you are seeking. We will then typically gather relevant facts, locate and review relevant documents and speak with individuals involved.

In most cases, we will investigate and respond to a complaint within 30 days of receipt of the complaint. If the matter is more complex or our investigation may take longer, we will let you know.

If you are not satisfied with our response to your complaint, or you consider that JB Solicitors may have breached the APPs or the Privacy Act, a complaint may be made to the Office of the Australian Information Commissioner (OAIC). The OAIC can be contacted by telephone on 1300 363 992 or by using the contact details on the OAIC website.

HOW ARE CHANGES MADE TO THIS PRIVACY POLICY?

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JB Solicitors may amend this Privacy Policy from time to time, with or without notice to you. We recommend that you visit our website regularly to keep up to date with any changes.

HOW CAN YOU CONTACT JB SOLICITORS?

The contact details for JB Solicitors are:

John Bui, Privacy Officer

Suite 3, 203 Canley Vale Road, Canley Heights NSW 2166.

enquiries@jbsolicitors.com.au

02 9723 8080

This Privacy Policy was last updated in 23 March 2020